

NOAA SURVEY FEEDBACK ACTION (SFA) FACILITATOR AND APPLICATION INFORMATION

RESPONSE DUE: JANUARY 18, 2002

NOAA'S DIVERSITY VISION:

NOAA is committed to a workplace in which all people are respected as individuals and are valued for their contributions to accomplishing NOAA's mission. We will foster an inclusive, supportive, open, challenging and innovative work environment to enable employees to be positive, creative and reach their full potential.

IMPORTANCE OF THE SFA FACILITATED WORKGROUP MEETING TO NOAA'S MANAGING DIVERSITY STRATEGY:

While each phase of SFA is critical as each builds upon another, the facilitated feedback meeting is especially important to NOAA's managing diversity strategy. Through SFA we are not only able to benchmark progress, but we have the opportunity to model the vision and premises of our strategy. Facilitators are to guide the work group through this practice of modeling our managing diversity strategy premises and vision:

Our Premises are:

Inclusion

Every employee is given the opportunity
Every employee is developed to their full potential
Every employee is respected and valued for their ideas, perspectives, etc.

Supportive Systems, Policies and Practices

Employees, managers and executives must create an environment where differences are accepted and respected
Systems, policies and practices are designed, equitably implemented and monitored to ensure there are no barriers to employees reaching their full potential
Diversity is integrated into all operations

Supportive Workplace Behaviors

Every employee is personally responsible for respecting and appreciating all employees
Behavior fosters inclusion and equity, encourages participation and involvement
Different ideas and perspectives are welcomed

At Three Levels:

Personal: Assumptions, biases, prejudices, stereotypes, expectations, perceptions, past experiences and other dynamics that impact inclusion of others. (Refer to NOAA's

diversity dimensions at: <http://www.rdc.noaa.gov/~Diversity/noaadim.html>.)

Interpersonal/Group: Cultural and group differences, personality, thinking styles and myths that affect internal relationships (between and among groups, co-workers, unions, teams, partners, internal/external customers and other groups).

Organizational: Barriers in an organization's written and unwritten rules (systems, policies, practices) as defined by its culture, leadership, work structure, and behaviors.

THE ROLE OF THE SFA FACILITATOR IS TO:

- Empower and enable all individuals in the group to contribute to the team problem identification and solving.
- Use knowledge of MBTI team and individual type in maximizing team strengths -- how they view the world; how they approach problem solving.
- Probe to identify internal biases that could affect the outcome of the group.
- Be the objective voice/eye.
- Ensure all voices are heard and perspectives appreciated/considered (based on all dimensions of diversity: age, race, gender, rank, education, thinking style) -- and implements intervention strategies to ensure this happens.
- Be aware of their own biases so that they do not affect the outcome of the group dynamic.
- Ensure "dominant group" has no greater voice than non-dominant group (or person).
- Keep workgroups on track..
- Help direct the group towards an identification of the core/root issues in the workplace or the organization and where change can best occur.
- Ensure empowerment of group in modifying policies, practices and behaviors.
- Engage in interventions as needed (hostile situations/bringing out "shut down" employees, facilitating difficult issues, etc).
- Facilitators, and all persons engaged in the SFA process must comply with the SFA Standards of Ethics (to be issued).

YOUR APPLICATION:

PLEASE PROVIDE THE FOLLOWING INFORMATION TO YOUR SFA HEADQUARTERS COORDINATOR, WITH A COPY TO BARBARA.MARSHALL-BAILEY@NOAA.GOV, AND YOUR IMMEDIATE SUPERVISOR, BY THE CLOSING DATE OF THE ANNOUNCEMENT, JANUARY 18, 2002:

1. Name, Grade, Occupation, Line Office, Telephone Number, Mailing Address.
2. Did you participate in SFA 98? If so, in what context (group member, facilitator, manager and group member)?
3. Please Explain:
 - a. Why you want to serve as an SFA Facilitator.

- b. Ways you have demonstrated behavior that is inclusive in your day-to-day operations modeling appropriate behaviors.
 - c. What you think are the benefits and overarching objectives of NOAA's managing diversity strategy.
 - d. How does our managing diversity strategy support NOAA's mission.
 - e. Please share ways in which you have supported NOAA's managing diversity strategy.
 - f. What experience you have had in facilitating groups, managing conflict.
4. **Prerequisite:** Myers Briggs Type Indicator (MBTI) training. Please indicate whether you have taken the MBTI, when, and who provided your feedback. If you have not taken the MBTI, and are accepted into class, the instrument will be administered to you and feedback will be provided prior to the class.
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THE PROCESS:

1. Candidate applications must be forwarded to their SFA Coordinator*, with a copy to their immediate supervisor and Barbara.Marshall-Bailey@noaa.gov. Compliance with this procedure is important as it will serve as supervisory notification/endorsement of your application, and will begin the application review process by line and staff offices, and the Office of Diversity.
 2. Line/Staff Office endorsements due to Barbara Marshall-Bailey within one week of closing date of announcement.
 3. Applications will be reviewed, and selections made.
 4. Candidates will be notified of their status by the Office of Diversity.
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REAL-TIME SUPPORT:

As needed, facilitators will be given real-time support through observation during a facilitated workgroup meeting or shadow assignments.

COURSE CONTENT:

- Personal effectiveness and interpersonal competence
- Managing self in a diverse environment
- Cultural/diversity competencies
- Group dynamics: management skills and techniques (to include a "walk-thru" or enactment of managing a SFA session)
- The data
- Setting the stage
- Facilitation
- The SFA Process as a managing diversity intervention at NOAA

***LINE/STAFF OFFICE SFA COORDINATORS:**

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